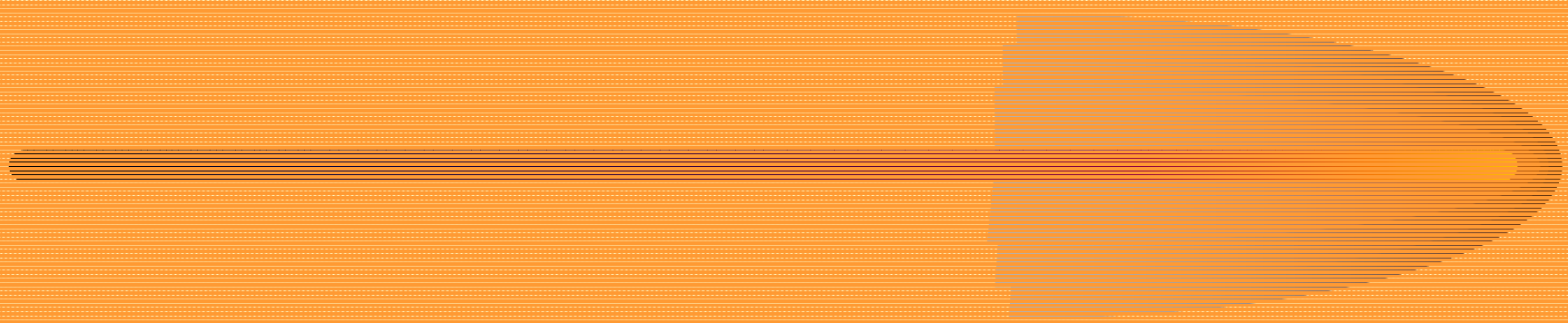


Tenth Annual Finance Conference



Renaissance Cleveland Hotel
Tower City Center
Cleveland, Ohio
March 28-30, 2000

Presenter: Tom Griswold

Expanded Support

- **Military Pay Advisory 84/99 Announcement**

- Name Change

- DFAS-CL Field Support Detachments

- Norfolk / San Diego

- Establish affiliation to military pay matters

- Existing support obligations maintained

Error Prevention

- **Training**

- Concepts associated with processing of field input.
- Specific topics packaged in modular format

MMPA Read

PCS/TDY Processing

Debts

CZTE/IDP Reporting

SRB/Bonuses

Payments

Business Practices

Separations

BAH/OHA

SPO

Module Content



- **Classroom style instruction**
 - Hands-on labs
 - Self study student guide
 - Discussions
 - Quiz
 - Follow-up with assistance checklist assessment

Assistance Checklist



- **On-site review**

- Manuals and reference materials
- Application software and hardware operability
- Daily business practice assessment
- MMPA capability
- Communications interfaces

Problem Accounts



- **Resolution Assistance**

- Situation analysis
- Determine local resolution strategies
- Direct intervention with DFAS Cleveland
- Identify training needs
- Implement appropriate response

Reference Materials

- **FSD Repository for emergency distribution**

- Available direct from FSD's

DODFMR Vol 5

DODFMR Vol 7

PTG

MMPA Guide

Verb Guide

EARS

UMIDS User Manual, Disbursing Support, Security

- Will ship to remote locations if needed

Obtaining Services

- **Contact area FSD directly by phone/email**
 - Formal training arranged by appointment
 - Provided both on-site or at FSD facilities in Norfolk/San Diego
 - Support for remote sites periodically arranged
 - Walk-in support accomodated for targeted need

Progress



- **Actions and Observations**

- Pursuing direct marketing approach
- High priority service to deploying units and activities with personnel turnovers
- High interest areas
 - *Business Practices *PCS/TDY and *MMPA
- Leading to more onboard assist visits
- Getting repeat customers

Maintaining Support

- **Other support obligations maintained**
 - Pre-implementation planning
 - System/upgrade installations
 - User Training
 - Trouble Desk
 - On-site Assistance
 - Workshops/Conferences

FSD Details



DFAS-CL Field Support Detachment Norfolk

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DSN 646-2320 COM 757-443-2320 FAX 2309

Email: dfasfsdn@aol.com

DFAS-CL Field Support Detachment San Diego

Naval Station San Diego FISC Bldg. 116

DSN 526-5188 COM 619 556-5188 FAX 3042

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